AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Hawaii County Wireless E9-1-1 Status Report
April 1, 2010 – April 30, 2010

- ## PSAP Operations

9-1-1 Call Volume – April 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,812	3,908	39.8%	5,904	60.2%

(*) Totals are based on calls to primary PSAP.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April	9,812	3,908	39.8%	5,904	60.2%	0	0.0%	1,137	11.6%
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	40,036	15,962	39.9%	24,072	60.1%	2	0.0%	4,503	11.2%
AVG PER MO	10,009	3,991		6,018		1		1,126	

Note: Total Calls include Administrative calls that are not direct 911 calls.

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April	1,757	918	52.3%	23.5%	836	47.7%	14.2%	3	0.2%	29	1.7%
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	7,363	3,689	50.1%	23.1%	3,667	49.9%	15.2%	7	0.1%	157	2.1%
AVG PER MO	1,841	922			917			2		39	

Note: Total Calls include Administrative calls that are not direct 911 calls.

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

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- ## PSAP Operations (continued)

Wireless Test – April 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
04/20/10 – 04/21/10	AT&T Mobility	21	68	Hawaii PSAP/ Akimeka
04/21/10	Sprint	1	3	Hawaii PSAP/ Akimeka

04/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
	The projected completion date was pushed out to allow for the completion and testing of the rehoming and network upgrade project across the Neighbor Islands.
	The rehoming and upgrade project (Phase 2) has been completed on Kaua`i, Hawai`i, Maui and Lanai. Molokai is still pending. Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP. A targeted completion date has not been provided.
04/01/10 -- Ongoing	Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are ongoing and continue to be under review.
04/01/10 -- 04/28/10	Akimeka personnel continued to distribute updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. SB2695 and HB2542 - Transfer of Non-General Funds, no longer contains verbiage to transfer any monies from the Wireless fund.
04/01/10 -- 04/30/10	Akimeka personnel distributed sample letters to the Neighbor Island PSAPs regarding the Safelink certification. Four (4) versions of the certification letter were sent to the PSAPs for their review and use. The Hawai`i County PSAP returned their signed certification with conditions to Tracfone on April 30, 2010.
04/07/10 -- Ongoing	On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all Wireless Service Providers (WSPs). All carriers have responded and Sprint is still in the process of collecting their information.

- ## PSAP Operations (continued)

04/14/10   Akimeka personnel worked with Kathy McMahon of APCO regarding the new ZOMM technology. ZOMM is a new device which can be purchased as a leash for one's cellphone in case an individual walks away from their cellphone. One feature is a panic button which, upon activation, sends a recording to 9-1-1 for help and acts as a speakerphone. The APCO Telematics committee contacted the President of ZOMM, Henry Peniz, to request a meeting regarding this device.

04/15/10 --   Akimeka personnel coordinated questions and responses from the Neighbor
Ongoing   Island PSAPs regarding Hawaiian Telcom's proposed long distance 9-1-1 billing charges.

04/16/10 --   Akimeka personnel is working with Intrado to prepare a flowchart for the
Ongoing   Neighbor Island PSAPs which documents the flow of a Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW). The flowchart will help to establish a better understanding among the involved parties and the timeframes needed to plan a test.

- ## MSAG

Current Month – April 2010

2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	196	161	30	69	25	18	19	509	35	0	0
		Revised categories and report format changes effective April 2009.									

A total of 196 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of April 2010, a total of 509 customer ANI/ALI records were updated as a result of the 161 changes made to the MSAG database and 35 ALI Discrepancy reports were submitted to 911Net.

There are no records in Suspended status as of April 30, 2010 – seven consecutive months since October 2009.

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- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	**736**	**635**	**224**	**137**	**101**	**103**	**70**	**4,799**	**101**		
AVG PER MO	**184**	**159**	**56**	**34**	**25**	**26**	**18**	**1,200**	**25**		

(*) Applies to Change, Delete and Insert categories

Notes: Revised categories and report format changes effective April 2009.

It was discovered in April 2010 that five (5) transactions listed in the Hawaii MSAG Update Log - 2010 were identified as belonging to Maui County. The discrepancy occurred upon data export from 911Net due to the transactions originating under the Hawaii County 911Net log-in.

The year-to-date summary chart above has been corrected accordingly for the month of March 2010.

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

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- ## Mapping Layers Updated/Loaded Into GIS – April 2010

	HAWAII			
Type of Layer	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	Date Created/ Edits Performed	**Date Uploaded to Server**		
WSP Cell Towers				
	04/29/10			Per Sprint CRSS
	04/26/10			Per VZW CRSS
			04/21/10	Uploaded the new Cell Tower layer to fix calls that were not plotting correctly on the map
	04/07/10			Added VZW tower per CRSS
	04/07/10			Per Mobi PCS CRSS
Street Centerline				
	04/23/10			
	04/19/10			
			04/16/10	
	04/13/10			
	04/12/10			
	04/01/10			
Address Points				
	04/22/10			
	04/19/10			
			04/16/10	
	04/07/10			
	04/01/10			
Psuedo Address Points				
	04/19/10			
			04/16/10	
	04/11/10			
	04/08/10			
	04/06/10			
	04/05/10			
	04/02/10			
Parcels				
Churches				
Coastal Names				
			04/16/10	
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
	04/16/10			
	04/15/10			
Fire Stations				
			04/16/10	
Food & Beverage				
			04/16/10	

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

- ## Mapping Layers Updated/Loaded Into GIS – April 2010
  (continued)

	HAWAII			
Type of Layer	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	Date Created/ Edits Performed	**Date Uploaded to Server**		
Hospitals			04/16/10	
Hotels				
Milepost Markers				
National and State Parks			04/16/10	
Ocean Rescue				
Points of Interest	04/22/10			Created a new layer of National Parks
			04/16/10	
Police Beat Boundaries	04/19/10			Edited per Hawaii County Police request
Police District	04/19/10			Edited to align with new Police Beats per Hawaii County Police request
			04/16/10	
Police ESZ	04/19/10			Edited Kona side per Hawaii County Police request
	04/13/10			Per requested changes from Hawaii County Police
	04/06/10			
	04/05/10			
Police Stations			04/16/10	
Post Office				
Schools			04/16/10	
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

(*) *Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
Note:	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

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- **Mapping Layers Updated/Loaded Into GIS – April 2010**
  (continued)

Current Month GIS Activities – April 2010

04/09/10	Akimeka personnel participated on a conference call with Hawaii County PSAPs and Intergraph to discuss mapping issues using GeoMedia. Conference notes and action items were documented and shared.
04/19/10	Akimeka GIS personnel worked on the metadata for Police Beats, Police Dispatch Groups and Police ESZ layers.
04/19/10	As requested, Akimeka GIS personnel emailed the Police Beats and Police Dispatch Group layers to Cheryl Chan of Hawaii County Planning.
04/19/10	Akimeka GIS personnel fixed the zoom levels and views on the PowerMap configurator. The zoom levels with the Address Point layer were not working properly after an update, causing issues on some workstations. There was no service interruption to the PSAPs during this fix and all workstations were updated automatically.
04/20/10	Akimeka GIS personnel responded to PowerMap issues/questions submitted by Hawaii County Fire via the Service Request process. PowerMap configurations were edited as appropriate. Generally, most configurations made on the server will affect all workstations (Police and Fire) but in this case the changes only affected the Fire workstations.
	Some changes will not take effect until the next PowerMap update which is tentatively scheduled for May 28, 2010.
04/21/10 -- 04/22/10	Akimeka GIS personnel provided Sergeant Ing with information regarding the Pictometry drives. Included in the email was a recommendation on how to reconnect the hard drives.
	Upon further discussions with Sergeant Ing, since the computer is not recognizing Pictometry hard drives on two positions, Akimeka recommended that Sergeant Ing open a Help Desk trouble ticket with Positron.
04/23/10	Akimeka met its commitment and delivered the following layers to Intergraph via Akimeka FTP: National Parks, Police Beats, Police Dispatch Group, Police ESZ, Fire ESZ, and Fire Dispatch Group. Akimeka fulfilled their requirement by the due date and is waiting for Intergraph to update.
04/26/10	As requested by Hawaii County IT, Akimeka sent Excel spreadsheets of all Hawaii County Address Points in Akimeka's GIS Address Point layer to assist with the verification of Common Names. A copy was also provided to Lieutenant Wana via email.
04/27/10	Akimeka GIS personnel sent the latest Police ESZ layer to Lieutenant Wana for review and approval.
04/27/10	Darryl Willis from Hawaii County Fire had questions regarding the PowerMap layers and how data displays. Akimeka GIS personnel responded and answered his questions inorder to provide a better understanding of the views and layers.

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- ## Service Requests Transactions

Open Service Requests – April 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	02/22/10	160	<u>Incorrect Address:</u> TN = 808/930-4654	MSAG - ANI/ALI Discrepancy	Normal	Request to update record sent to PLNI; corrrection pending. PLNI to contact customer to confirm location.
						PLNI reported that a change request was sent to Intrado but it had not been propagated as yet.
**Documented Items Per April 9 Intergraph Conference Call**
2	04/21/10	185	Milepost Markers Not Visible; Unable to Zoom In and Out; Too Small	911 Map -- Other	Very High	Akimeka completed its portion by the due date commitment and is waiting for Intergraph to update on their end.
3	04/21/10	187	Common Place Names. Intergraph Needs the Latest Layer/File.	911 Map -- Other	High	
4	04/21/10	189	Subdivisions/Towns Layer	911 Map -- Other	High	
5	04/21/10	190	Parks Boundaries	911 Map -- Other	High	
6	04/21/10	191	2-Digit Code to Denote Municipality	911 Map -- Other	High	Further discussion required to assess the possibility and business impact across systems.
						Akimeka recommends that a full understanding of the business impacts occur before any changes are made which could have a negative impact.
7	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka is awaiting a copy of the approved written descriptions of the police and fire beats which will take some time. As such, the beat boundaries were updated accordingly.
8	04/21/10	193	Road Classifications	911 Map -- Other	High	Further discussion required to determine which features are incorrectly classified.
9	04/21/10	196	Use of Highway Numbers	911 Map -- Other	High	Akimeka recommended that Intergraph research other options as discussed.

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- ## Service Requests Transactions

Year-to-Date (YTD) Summary – 2010

2010	HAWAII			SERVICE REQUEST CATEGORIES							
	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April	24	16	9	11	3	13	13	0	0	0	0
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
TOTAL	**57**	**48**	**9**	**14**	**6**	**43**	**42**	**0**	**0**	**0**	**0**

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions